

3-1989

ACUTA eNews April 1989, Vol. 18, No. 4

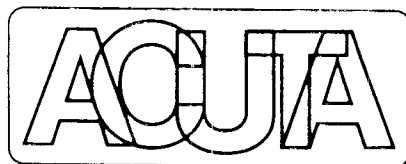
Follow this and additional works at: <http://digitalcommons.unl.edu/acutanews>



Part of the [Higher Education Commons](#), and the [Operations Research, Systems Engineering and Industrial Engineering Commons](#)

"ACUTA eNews April 1989, Vol. 18, No. 4" (1989). *ACUTA Newsletters*. 310.
<http://digitalcommons.unl.edu/acutanews/310>

This Article is brought to you for free and open access by the ACUTA: Association for College and University Technology Advancement at DigitalCommons@University of Nebraska - Lincoln. It has been accepted for inclusion in ACUTA Newsletters by an authorized administrator of DigitalCommons@University of Nebraska - Lincoln.



NEWS

Association of College & University Telecommunications Administrators, Inc.

THE VOICE OF TELECOMMUNICATIONS IN HIGHER EDUCATION

VOLUME 18, NUMBER 3

APRIL, 1989

RUTH A. MICHALECKI, EDITOR

Lexington Financial Center, Suite 1810

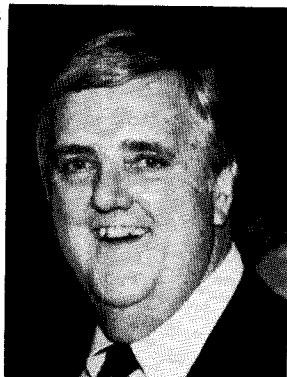
Lexington, KY 40507

Telephone (606) 252-2882

PRESIDENT'S MESSAGE

Bill D. Morris
University of
Central Florida

President - ACUTA
1988 - 1989



I feel, and have often said, that our sessions are the best available and I know that they are the best value offered. I've also said that our absolutely top session is the time for interchange with the other attendees. Our receptions, group meals and our hospitality suite are all designed to make it easy to meet your peers and discuss work in a relaxed atmosphere.

I'm very pleased at the attendance for Memphis. It was a seminar record. The participation and interaction of the attendees and especially the presentations by the College and University panelists brought "real life" to the topics. Joe and Fred gave us a lot of good information. They also gave us several questions that can only be answered based on our personal situation.

Thank you Joe and Fred, panel members, our hosts, Arron, Mike, Susan, Paula and Lila, our good ACUTA staff and all of the officers and board members who helped plan, coordinate and make this seminar a success.

Workshop

Twenty four young people are more knowledgeable today than they were April 1. These are the twenty four who attended the Understanding Telecommunications workshop in Memphis. Ruth and Coley receive our special thanks. This twenty hour session has the class time that a normal 3 credit hour course has in seven weeks concentration into 2 1/2 days. It has to be a drain, but the students sure come out filled with enthusiasm.

This workshop will be given in Portland, Oregon May 3-5 and in Tulsa, Oklahoma May 15-16. These locations are to make it convenient for our members in these regions, but they are open to all who wish to attend. ☺

The opinions expressed in this publication are those of the writers and are not necessarily the opinion of their institution or company. ACUTA as an association does not express an opinion or endorse products or services.

PARTY LINE

Ruth A. Michalecki
University of
Nebraska

Editor
ACUTA - News



If you missed the opportunity to attend the Spring Seminar in Memphis, I feel sorry for you. Not only was the program outstanding, but the many performers were at their best, ranging from Joe Massey, Fred Chanowski, the many ACUTA members who made presentations covering their operations, the famous Peabody Ducks, the great food, and the music that sort of permeated the famous Beale Street bistros.

Coley Burton and I had about 25 students in our Fundamentals of Telecommunications workshop. They were attentive, asked many good questions, and in general kept both Coley and myself on our best behavior.

We drove from Lincoln to Memphis, and I must say, it was a good trip. The flowering trees were starting to bloom and the grass had turned a bright green---always nice to see after a long winter.

Best of all though, was the opportunity to visit with so many of my friends in ACUTA, and meeting so many of the newer members. ACUTA is really a great association. I have always found the members to be willing to help one another in any way, if asked. For example, I needed two sets of Data Terminal Units for the Northern Telecom DMS-100 in a hurry. Our local supplier couldn't get them for 6 weeks. I called Coley Burton & Bev Blackwell at the University of Missouri-Columbia, asked them for help, and we had our two sets overnight. I realize this might have been an exceptional case, but to me, that is what ACUTA is all about.

My fellow co-worker from the University of Nebraska-Omaha, Forrest Stowe, sent a note to me describing his thoughts on the value of ACUTA to the members and especially to him. I would like to share his comments with you.

(PARTY LINE, continued next page)

PARTY LINE, Continued:

".....As a telecommunications manager it's a challenge to remain current in this fast changing profession. I attempt to remain current by taking formal course work, reading trade journals, and am a member of the Missouri Valley Communications Association (MVCA) and ACUTA. MVCA is a local association and we usually meet in the evening. Once a year we host a half-day seminar. This year Jerry Harder of Telco Research Corporation presented a very interesting talk on Entrepreneur Telecommunications. One of Jerry's comments was, "if you only know technology, you aren't in a position to help your company or yourself".

Formal training and reading trade journals help me with technology and associated theory of personnel management, business management, etc. Even membership in MVCA is strongly technology oriented although there are other benefits such as exchange of information concerning vendors and their offerings, changes in regulatory matters, etc., but MVCA is not tuned for educational institutions.

Like most universities, my resources, both personnel and financial, are limited. With limited resources I must make the most of every opportunity. The annual ACUTA conference is an opportunity I strive hard to take advantage of. I must fully justify this one conference a year to my supervisors. Here are three and one-half days crammed with information directly related to educational institutions that enables me to "help my company". I leave each conference with a long list of ideas and things to do. The list is so long I have to prioritize it. The formal ACUTA presentations are consistently outstanding, but the interaction and exchange of ideas with fellow members is equally valuable.

If you must choose one trip a year for professional development I strongly recommend the annual ACUTA Conference. And I'll gladly assist you by testifying to your boss that the benefits gained will enable you to "help your company and protect yourself", and far outweigh the expense and time away from your office....."

Forrest Stowe, Telecom Manager
University of Nebraska at Omaha
402-554-2854

Thanks Forrest for taking the time to share your thoughts with us. Forrest has an AT&T System 85 in Omaha, sharing the switch with the University's Medical Center in Omaha.

* * * * *

Last month I casually mentioned we were looking at the new Forms Software package for our Voice Processing System. We have had another demonstration of the capabilities of this new feature and have ordered it. I believe we have many applications for this technology and will probably discover many more once it is in and we fully understand the many ways we can use it.

The first application will be for our own office. We intend to integrate the Forms concept with our "Student Services Tutorial", which resides in our enhanced call processing system. As the student browses through the "Voice Tutorial", they are offered several menu choices, each providing information on

our student telecom services. If the student needs to report a telephone repair request after normal working hours, one of the menu selections covers the process. The student selects the repair menu and the forms software asks the caller to respond to specific questions that are organized to provide all the information required by our Help Desk to enable them to handle the repair problem. One of the problems we have had in the past, is the failure of the students in giving us complete information as to their room number, telephone number, nature of malfunction, etc. The Forms software solves that problem.

The Stores Department is very interested in trying the system for departments wanting to place orders for items carried by Stores. A lot of the departments do not have computer access to the Stores System. Enhanced Call Processing, using their telephone, is a good alternative for them.

The Forms Software has been designed to make transcribing easy. Transcribers can use a foot pedal if they desire. The information can be routed to several different transcribers; your choice, of course. As we develop more applications, we will keep you informed. If any of you are using something similar, let me know so we can share it with the ACUTA members.

* * * * *

Gene Sherron, Associate Vice President of Computer & Information Resources at Florida State University sent a copy of his paper entitled "A Manager's Guide To Telecommunications". The paper is the result of collecting data from 22 campuses. The data was compiled and some conclusions reached as a result of his findings concerning telecommunications' operations in colleges and universities. Gene said he would be providing the paper to ACUTA for publication. In the meantime, let me share a few of the findings with you.

*** 61% used 10 year amortization period for the switching system, and 23% used 5 years.

*** Monthly line charges ranged from a low of \$16 to a high of \$33. Average cost of line charge for campus-owned system was \$22.54. Centrex users average cost was \$24.77.

*** Data Communication lines ranged from \$12 to \$58 per month. Average was \$26.09.

*** Telephone sets rental went from zero to \$14, and it was difficult to compare since sets come in many flavors. Average ranged from \$4.03 to \$12.70 rental fee per month.

*** Feature charges vary greatly between campuses. Some charge 55 cents per feature; others charge \$3 per feature. One school charges \$1.40 for 3 features and \$2.05 for the next four. Yet another campus charges \$5 for the installation and no monthly charge is applied.

*** 62% of PBX purchases were financed through a bond issue, repayable thru telecom income, and 22% used the normal university capital budget to pay for the switch.

*** 82% of switches purchased were installed by the equipment vendor and 67% are maintained by the equipment vendor.

PARTY LINE, Continued:

*** Staffing numbers range all over the map. For universities owning their switch, the low number was 5 people with 2,000 lines. The high number was 123 people and 16,000 lines. One campus had 74 people with 17,000 lines and another had 100 people with 29,000 lines. The average was 45 people, and the average number of lines was 12,000.

For Centrex users, staffing ranged from a low of 2 people with 800 lines to a high of 25 people with 14,000 lines. The average was 14 people, and the average number of lines-6600.

*** The average tenure of "Director of Telecommunications" at the 22 campuses was 6.5 years, (after taking out the "old timers", one with 18 years and one with 30 years). 12 of the directors came from within the university; 4 came from the telecom industry; 3 from medical centers, retired military, etc.; and 3 came from another university.

Thanks Gene for sharing your in-depth research with us. I'm not sure I like being "tossed" out of your statistical averaging because I am considered an old-timer (the 30 year veteran). You have to know that using the word old-timer is forbidden in our office.....only kidding!

* * * * *

A couple bits of wisdom I picked up from a program recently:

---A Generalist learns less and less about more and more until they know nothing about everything.

---Success is a product of life-long learning; learning how to learn---learn to think---learn a job skill---learning to cope with change!

* * * * *

My life is a very busy one, and I am a person who believes that being busy is not synonymous with effective and efficient management. Learning how to make the most of the time you have available is an acquired skill, something you learn and turn into habit by study and practice. People are not born knowing how to manage time.

I seem to be at my most productive state when I am working on deadlines, so a technique I use to avoid putting something off, is to set deadlines for projects, papers, etc. My deadlines always take into account some fudge time so I can handle the many unplanned incidents that happen in a telecom operation. They seem to go with the territory.

Learn to be on time. If you are consistently late to staff meetings or appointments, it tells your fellow staffers that you do not respect their time. Whether or not you intended to waste their time doesn't matter, the fact is you have wasted it.

I've learned how to say no. For instance, I have stopped spending so much time answering the many lengthy market survey calls received daily. While it might be contributing something to someone by answering these long surveys, I doubt that contribution will be of lasting benefit to the university. However,

I look forward to talking to our ACUTA members and enjoy hearing from each of you, so don't stop calling me after you read this!

My young assistant (Dennis Fouty), has made me a convert of the "DayTimers" method of time management techniques. Now I am using a well organized calendar and appointment book to keep track of my tasks, on a daily, weekly and even monthly basis. I have always kept a daily "To Do" list, with a priority ranking of each task on the list. Nothing wrong with it, except it was always at my desk and I might not be in my office when I needed to review the list. Now my Day-Timer goes with me and I have to admit, it is a big improvement.

Although I am a time management enthusiast, I do work at my own pace and remain flexible with my scheduling. No routine should be so rigid that the first unanticipated event, visitor, phone call, etc., throws your schedule completely off balance.

"Time is the occurrence of events one after another. Time Management is the act of controlling events". Time management, however, should not be used to simply get more things done, but rather to get the right things done in the right way.

Enough of this. I have been asked so many times how I find time to manage this operation, direct the efforts of our staff and still participate in all the other activities I am involved with, that it prompted me to talk about learning to manage your time. After all, we all have the same amount of this resource at our disposal, it is not renewable or expandable.

* * * * *

I'll be spending a few days in Dallas, Texas the end of this month at the ICA Conference and going from there to Portland, Oregon where Howard Lowell and I will be conducting the "Fundamentals of Telecommunications" workshop for ACUTA. As always, I really look forward to these workshops. The participation by the attendees is really great. Howard, Coley Burton and I learn a lot from their questions and comments. We are scheduled to conduct a workshop in Tulsa, Oklahoma in May, if we get enough interest in attending the sessions. If you have any members of your staff that you would like to attend, be sure to contact the ACUTA office in Lexington, Kentucky for registration information. The classes are very informative, covers a vast amount of material. The attendees receive a large workbook to take home. In addition, we do have some fun during the classes. Be sure to let your region director know if you are interested in hosting one of these workshops in your area. The cost is nominal, and the focus is on telecommunications management and technology in a university/college setting.

* * * * *

That's all for this month. Looking forward to seeing some of you in Portland in a few days. ☺

USER

GROUPS

IBM/ROLM Users Group Mode Johnson, Virginia Tech.

A survey of colleges and universities that have IBM or Rolm switches was conducted and 46 institutions responded. The results were sent to those that answered the survey and will also be available at the annual ACUTA meeting in July. The survey created a profile of user institutions -- size, switch applications, student services, etc., -- and a list of contacts of each school which should be useful for finding out how other institutions that are similar are solving problems. IBM/ROLM will have representatives at the ACUTA meeting in July. If you have issues or concerns you would like addressed at the meeting by IBM/ROLM or if you did not receive a survey form and would like to participate, please contact Mode Johnson, (703) 231-5250. We would like to get any concerns, questions or issues to IBM/ROLM before the meeting so they can have answers rather than asking the questions at ACUTA and having to wait for an answer. Please have your questions to Mode by 15 June.

System 85 Users' Group National Meeting April 10-12, 1989 / Nashville, Tennessee

The spring national meeting of the System 85 Users' Group was held at the Opryland Hotel in Nashville, Tennessee, April 10-12. Approximately 400 people attended the meeting over the three-day period.

AT&T Vice Presidents addressed the group, each giving an overview of their respective areas of responsibility: William O'Shea (Data Systems Product Development), Ernie DeNigris (Product Management-Communications Systems) and Donald Hirsch (Business Communications Systems Product Development). Several sessions covered the new Definity product and an exhibit area allowed customers to see Definity Generic II and associated 7000-series voice terminals. The new Definity Manager II management system was also on display along with several other products such as AUDIX (voice mail), the Call Management System (ACD), 3B2 Messaging Server and AT&T's Premises Distribution System (PDS).

Application-oriented break-out sessions by both AT&T personnel and users provided in-depth insights into many products and services. Four "Special Interest Groups" (SIG's) held three-hour buzz sessions on CMS (Call Management System)/ACD, Terminal, Audix and Other Voice Mail applications and Data on the PBX. This was the first time SIG's were tried and they were very popular and well-received by both the customers and AT&T. They should be a useful tool, allowing needed customer input to specific product development.

Industry forums were held and the one on education was well-attended and lively. John Kingland (Iowa State University) moderated the session and we saw lots of familiar ACUTA faces. Comments and observations from this session should provide some topics for discussion at the AT&T User Group session at our next annual conference in Philadelphia.

This was one of two national meetings held each year. The next one is tentatively scheduled for San Francisco in November. Regional meetings will be held in each of the four regions between June and August. If you need information on upcoming meetings or on joining the System 85 Users' Group, contact Pat Paul (Cornell University) at 607-255-5525.

1989-90 Dues Notices

Dues notices for 1989-90 dues will be mailed out around the first of May. As in the past, dues will be \$75 for college and university members and \$150 for industry members. Dues payment is due by July 1, 1989. If needed, a second notice will be mailed around August 1, with a due date of September 1. Members whose 1989-90 dues haven't been received by September 1 will be marked inactive. Members who paid their dues after January 1, 1989 are current for 1989-90 and will not be invoiced.

Inactive members will not receive the Newsletter or seminar and meeting notices. The roster of members will be printed from the active member list as of September 1. An information update sheet will be included with your dues notice. If any of the information in the membership roster is incorrect, please return the information sheet with the updated information; otherwise, please do not return the sheet.

We have been experiencing some problems with automated purchasing systems, that once they latch onto and address for ACUTA, continue to send all payments to that address. As a result, past treasurers, the membership chairman and past conference and seminar hosts continue to receive checks for dues and registrations. All dues checks are to be sent to:

Coleman H. Burton
215 University Hall
Columbia, MO 65211

All other payments, such as registrations, are to be sent to:

ACUTA
Lexington Financial Center
Suite 1810
Lexington, KY 40507

Anything the members can do to see that these addresses are used will lessen the chances of a payment being lost.

Finally, for those institutions and companies that use purchase orders, if the check could be sent with the purchase order it would save ACUTA both time and expense, and reduce the chance of someone being marked inactive due to a late payment.

Words of Wisdom:

Even a boring occupation can be interesting when your goal is to do it better.
Robert Half

A driving ambition is of little use if you're on the wrong road.
Frank Tyger

GALLAUDET UNIVERSITY

PROVIDING TELECOMMUNICATION SERVICES
FOR THE HEARING IMPAIRED

— Debbie E. Wheeler
Manager, Telecommunications

The position of telecommunications manager at Gallaudet University, the world's only liberal arts college for the deaf, has been both an enlightening and challenging position to me. Although I had been working in the telecommunications industry for over ten years, I had few experiences in providing telecommunication services for the hearing impaired. The University has an undergraduate program, graduate program, preparatory studies program, a high school, an elementary school, and a child development center at its two campus locations.

Many hearing impaired telephone users use a TDD (Telecommunications Device for the Deaf) to make telephone calls. A TDD operates on a regular telephone line and has a modem in which a telephone handset is placed. It has a typewriter-like keyboard and a read-out display where the message is shown. TDDs also have monitor light emitting diodes (LED) that indicate dial tone, signal that a telephone is ringing or that a telephone line is busy.

An incoming TDD telephone call is recognized in two ways. If the caller is tapping a space bar, one will hear a series of electronic beeps when picking up the telephone. If the caller is not tapping the space bar or typing at all, then there will be silence on the line when one picks up the telephone.

I have been approached by many members of the business community who recently obtained TDDs and want to advertise their new TDD telephone numbers in the hearing impaired community. There is an International Telephone Directory for TDD Users published yearly by Telecommunications for the Deaf, Inc. (TDI). To obtain information and/or advertising space, TDI can be contacted at 814 Thayer Avenue, Silver Spring, Maryland 20910.

I know that some areas have local TDD directories and I have recently contacted our local telephone company about the possibility of yellow page TDD directory listings in this region.

The daily mechanics of running telecommunications systems for two campuses are challenging because of the special requirements for hearing impaired telephone users. For example, all of our telephones must have round receivers in order to fit into the coupler of a TDD. We have TDDs in all departments of the University and most of the telephones have amplified receivers. Telephone light flashers are installed in many locations so that a hearing impaired person will know that the telephone is ringing. Departmental answering machines have both voice and TDD messages.

Some telephone users can speak but have difficulty in hearing on the telephone. As some of these telephone users prefer to speak into the telephone themselves, I have installed two telephone extensions within a room so that the secretary/interpreter can sign what is being said on the telephone. The hearing impaired person can speak into the telephone him/herself so that the hearing impairment seems invisible to the hearing person being spoken to.

Recently, we installed telephone service for TEDI (Telecommunications Exchange for the Deaf) which is a non-profit organization, staffed by volunteers that make telephone calls between hearing and hearing impaired telephone users possible. To educate myself on the requirements for telecommunication services for this type of environment, I volunteered as an operator for several months at a TEDI office that was already in operation. Two single line telephones with one TDD are provided at each operator position. A TDD telephone call will come in on the operator's position and the operator will call a hearing person and tell him/her what is being said on the TDD. The operator will type into the TDD what the hearing person is saying. These three party conversations are much longer than normal telephone conversations. AT&T offers a discount to TDD customers on their direct dialed long distance calls but no discount is offered to TDD customers using these relay services for third number long distance calling by any long distance carriers in the United States.

A voice messaging service was recently donated to our university which is used by our high school and dormitory communication centers to take messages from hearing people for our students. I was excited about receiving voice messaging for our Communication Centers but was disappointed to find that TDD telephone calls cannot be accurately recorded on this new technology. I found no voice messaging services that work for TDD telephone callers. I think that TDD telephone calling is not a problem that most telecommunications manufacturers think about.

Ultratec, a TDD manufacturer, recently introduced a new pay telephone that has a TDD in a metal drawer underneath a public telephone. The TDD pay phone recognized the sound of a TDD on the line being called and the drawer containing the TDD automatically slides out when a TDD user answers the phone. When the conversation ends, the TDD pay phone drawer closes and the telephone returns to normal operation. Our university has found the price of these TDD pay telephones very high because of the volume that would be needed for the Gallaudet Campus. We have installed slide out drawers on pay telephone enclosures at several key locations.

Our Physical Plant Department installed secure slide out shelves where the TDD's are attached with anchor pads and also installed electrical outlets underneath the pay telephones for the TDD's.

Many hearing impaired people have expressed to me their concerns that new telecommunications technologies cannot work for them. I've heard from several telephone users that some PBX systems can distort the quality of sound on telephone lines so that a person with a small hearing impairment can no longer use the telephone at his/her work location. The Telecommunications Manager should check with the manufacturer about quality distortion and decibel loss before purchasing a telecommunications system. Some hearing impaired telephone users say that they can hear on some brands of telephones better than other telephones. I am excited about a new single line telephone that Plantronics is developing that filters out telephone line noise. I had sev-

(continued next page)

University of Missouri Adds Video Instruction To Beat The Highway Blues

University of Missouri professors now spend more time in class and less time on the highway thanks to a videoconferencing system that allows two-way communication between remote classrooms.

The University of Missouri encompasses four sites. The largest campus is in Columbia; other campuses are located in Kansas City, 120 west; St. Louis, 120 miles east; and Rolla, 90 miles south.

University facilities are spread across the state to offer decentralized access to a college education. However, not all campuses offer the same curriculum. "The university wanted to find a way to offer specialized courses at all locations without making professors take to the road," says Coleman Burton, director of university telecommunications.

The answer, according to Burton, has come in the form of a facilities network that carries voice, video and data between all four campuses through the Columbia hub. When the university installed its network about a year ago, it also installed CLI Rembrandt video systems. Today, nine university computers swap information at 56,000 bits per second, and video signals at 768,000 bits per second. "At these high speeds we achieve image quality that approaches broadcast. Students feel comfortable with it and so do instructors. It's a huge success," says Burton.

What makes the university's multi-function network even more impressive is the cost. The university cut its communications costs in half with the new network, which includes cable, fiber optics and private microwave. The previous system, consisting of analog leased lines to carry voice and data only, cost \$400,000 a year. The consolidated video/voice/data network costs only \$200,000 a year, including additional hardware like multiplexors. Most of the network consists of leased T1 lines, although the university had to construct a microwave system to connect the Rolla campus.

The first video classes were conducted in the summer of 1987. A senior-level chemical engineering class from the Rolla campus was offered to students at the St. Louis campus because they did not have an engineering school.

"Many of the students who take advanced level engineering courses are graduates who are working full-time, but are accumulating course work for an advanced degree," says Burton. "Since they are professionals, it is much more difficult to travel, in the case of the chemical engineering class, the professor scheduled the course after 5 p.m. so working students could be accommodated at both locations."

Most students, Burton says, feel comfortable with video technology in the classroom. Several suggestions voiced by initial classes already have been incorporated. For example, students in the host classroom said they needed to see the remote class to communicate more effectively. Previously, the instructor

viewed the remote class on a monitor mounted into the podium. Now, both classes can see each other.

Burton said grades from the remote and on-site classes have been scrutinized carefully to measure the effectiveness of video conferencing as an educational tool. "We want to make sure the remote students are able to interact with the host instructor and on-site students. The remote students need to feel comfortable enough with the system to ask questions and to react to what the instructor is demonstrating. "So far, remote students have matched the performance levels of on-site classes, and the university is preparing to expand the program.

"This is a valuable teaching tool because it allows us to offer courses to students that otherwise would not be able to take. It also eliminates lengthy once-a-week night classes that we used to offer. This kind of instruction is much more beneficial to students and instructor," says Burton.

For fall 1988, 62 hours a week of engineering and nursing courses will be conducted with videoconferencing systems. The schools of nursing at the Kansas City and St. Louis campuses have initiated a cooperative graduate nursing program where instructors and classes at both locations will communicate with each other to enhance classroom learning.

In 1989, the university anticipates installing a second video channel at each of its four campuses to accommodate increased demand for videoconferencing and instruction.

In addition, besides transmitting classes to campuses across the state, the University of Missouri is broadcasting courses directly to business. Businesses are willing to pay for this service since it allows them to educate employees with minimal time loss to the company, he continues. "An employee might spend an hour each way driving to the local campus and an hour in class. That's three hours out of the working day. But this way, they walk down the hall and take the course. It's very efficient. And as always, time is money."

GALLAUDET UNIVERSITY, Continued:

eral hearing impaired telephone users test this telephone and they reported that the quality of sound was excellent and made speaking on the telephone easier for them. I hope that other manufacturers will also develop telephones that assist the hearing impaired in using the telephones.

My years at Gallaudet University working with the hearing impaired has been very challenging and also very rewarding. I feel we have made great strides in the technology of communications for the hearing impaired -- but we have a long way to go. We need a greater focus of the scientific telecommunications community on this problem. We need better telephones, better PBX's, better systems, and better rates for long distance services. And as the businesses community expands their services to accommodate the hearing impaired, the pressure will be on the telecommunication community to respond. This is, indeed a new frontier in telecommunications.

WAKE FOREST UNIVERSITY TELECOMMUNICATIONS

—Buck Bayliff, Telecomm. Manager

The first and primary project was the wiring of all campus residence halls for student phone service. This was made possible by a gift of a "new" switch from R. J. Reynolds. Overnight our campus PBX grew from a five cabinet Dimension 2000 to a 35 cabinet machine.

The outside plant was fairly easy since our campus has walked through steam tunnels to all buildings. Of course some of our outlying buildings required trenches and boring under 4 and 5 lane highways, but this was less than 10% of the outside project.

Inside the residence halls we ran six pair and coax to every room (1480). One pair for voice, one for data, and a spare. The coax is for the next phase of our project when we bring cable t.v. and video classroom to campus. I might add that the price of increasing from a four pair to six was very minimal.

Again, I have to thank the architect for making it easy on our residence hall wiring. All cable was fed from the attic through the closets of each room, which lines up with the closet below for four floors.

Like most projects of this size we had a few but manageable problems. The heat this summer made the attics totally unbearable. Cable crews were coming in a 4 a.m. and leaving by 1 p.m. or 2 p.m. Initially we had a problem convincing the cable contractor that the cable coming through the closets needed to be protected from potential vandalism. (Yes, it does happen here at Wake Forest). Our technician came up with the idea that by using flexible conduit money and time could be saved over custom work. Our contractor still was not sure this would work and wanted an unreasonable amount to re-do the first dorm. Not to be outdone, I and my staff (of 2) placed the conduit and rewired this dorm. This took 2 1/2 days work and saved the University several thousands of dollars. On the bright side, the technician and myself had only been on campus a few short weeks, this was a great way to get to know each other and also showed the physical plant people that we were not just a couple of "new desk people" but were willing to get dirty and get the job done. I enjoyed the opportunity to wear shorts and tennis shoes to work for a change. Believe me when you get the "one of us" kind of respect from the workers on campus it goes a long way in future needs and requests.

While all the above was taking place, decisions on student billing was being made. For start-up, it was decided that we would use a service bureau arrangement for the production of our bills. Future plans call for this to be brought in house.

The total project was started on May 15th - the day after graduation and completed Aug. 1st. TWO WEEKS ahead of schedule and UNDER budget.

Our staff of 3 has grown to 5. Monthly revenue projections have been consistent and exceeded.

If it wasn't enough to start a "new" business on campus and complete the first phase of the project, I was immediately faced with another task - the Presidential Debate.

Through the fine effort of Southern Bell and AT&T, in less than a month, workers engineered, built and installed a network of 1,300 access lines for the crunch of more than 2,000 members of the news media, VIP's and Secret Service.

A new equipment room was created to handle digital loop electronic equipment. Crews laid over 2,000 feet of fiber cable, under a major highway, to our campus.

Six hundred new lines were run to make-shift media center in the student cafeteria. This area was not accessible to us until Friday afternoon before the Sunday debate.

Inside Wait Chapel, the site of the debate, lines connected broadcast anchor booths constructed in the balcony for the major television networks, as well as Secret Service and other officials.

Drop cables delivered telephone service to over 30 news satellite trucks in an adjacent parking lot.

Over 18 miles of cable and 4,000 man hours were used to assure that service was available when requested. While most of the media made contact ahead of time, some order requests did not come in until hours before the debate. The last was put in 30 minutes before air time. A team of customer service representatives were on hand all day Sat., Sat. night late, and all day Sunday to be sure all would receive service.

The work of the Southern Bell team to provide service for the debate in such a short time frame was fantastic. It sure made the event more enjoyable for the University community.

The debate presented a special challenge for everyone to be a small part of history.

What does the future hold for us now? Currently plans are being completed to finish the cable t.v. network. A computer network is in the final stages of planning. A new media center with communications technology is now being planned. AND a new digital switch is being budgeted for the near future. ☺

MEMPHIS NCAA Game Contest Winners

Telecommunications people know their basketball according to the results of the contest held the night of the NCAA finals pitting the University of Michigan against Seton Hall. The winners were.

Lynn Crockett, Elizabeth Ivey, Maggie Pittman, Cathy Cruger, Marie Frank, Barbara Strauss, Hap Palmer, Don James, Tom Schrieber, Frank Mason, Fred Hansson, Michael Old, Tricia Cavagnaro.

All winners will receive a telephone set courtesy of Bryan Pickett of Northern Telecom.

ADMINISTRATIVE DIRECTOR'S OFFICE

—Del Combs, Lexington, Kentucky

At our Memphis seminar it was the Massey vs. Chanowski, Seaton Hall vs. Michigan, Jason (the Jerry Lee Lewis style piano player) vs. Rum Boogie Cafe's "blues" entertainment, and Captain Bilboa's Restaurant vs. The Rendezvous ribs restaurant. And the winner was **all the ACUTA Spring Seminar attendees.** If you were not among the approximately 285 total people in Memphis for the largest ever ACUTA seminar, you definitely missed a golden opportunity to hear and discuss the latest trends and actions in "Student Services". The attendees had excellent opportunities to "network" with fellow workers in a relaxed environment at the NCAA basketball party on Monday night and visit the south's finest blues entertainment clubs near the South's Grand Hotel - The Peabody. All in all it was a great three days.

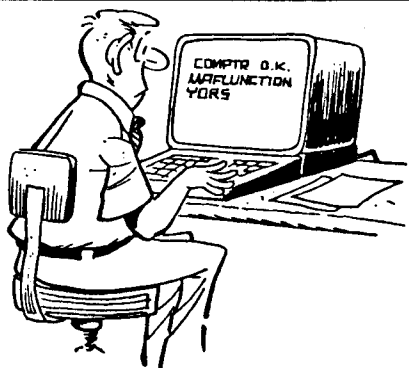
Actions are in full swing preparing for this year's conference in Philadelphia, July 23-27. You should receive your pre-conference material by mid May. Please note the hotel registration cut-off date is July 2. Our hotel, the Adam's Mark, will fill up fast and the overflow will go into the Holiday Inn next door. Those waiting until near the conference date may have to settle for a hotel seven or eight miles away due to the large turnout expected on the east coast.

Vendor packets for exhibitors will be in the mail in early May. About 60 to 75 exhibitors are expected. Bell Atlantic will be sponsoring our Monday night "Philadelphia Block Party" at the Franklin Institute. Also this year the program committee has put forth a very concentrated effort to provide the type and kind of sessions that our members have requested through last year's survey. You will be pleasantly surprised at the variety of topics including a couple of professional topics that produce a well-rounded program. See you in Philly!

ACUTA Spring Seminar
April 2-5, 1989
Memphis, TN

Winners of door prize drawings:

- Tom Davidson, Kenyon College won a TV
- Russell Kinder, Biola University won an AM/FM stereo radio
- Buck Bayliff, Wake Forest University won an AM/FE stereo radio
- Janet Engle, Penn State University won a portable compact disc player



Sky-high satisfaction with SkyDome contract

TORONTO - What is 32 storeys high, large enough to cover a small subdivision, and blue all over?

The totally awesome SkyDome!

It will soon be home to the Blue Jays, the double blue Argos, and Bell's corporate blue color highlighting 70 new payphones.

Brenda Dryall, sales rep for Bell's Public Communications Services (PCS), confirms that the new payphones will be there until the turn of the century as a result of a 10-year contract signed with the stadium corporation.

Getting premium space in this world-class structure -- and keeping it for a long period of time -- was an achievement requiring expert negotiation skills.

SkyDome, with its retractable roof, is a technological wonder.

Of the four panels, three move at a rate of up to 70 ft. per minute, and take 20 minutes to fully open or close. Other state of the art operations allow the pitcher's mound to rise or descend hydraulically, and field-level seats to be rotated on rails, depending on the event.

Not all the technology is new. The roof moves on railway-style tracks that have been around since the first locomotive. And an ancient art is used to keep the field clear of pigeons and seagulls: falconry.

The SkyDome will be among the first sites of Bell's new, state of the art payphones. The new Integrated System for Public Communications (ISPCS) will appear in the third quarter of this year.

The payphones will reside in a combination of specially-designed, highly-acoustic housing in noisy locations, and customized monogrammed housing bearing the distinctive SkyDome logo in prestigious areas.

The roar of the crowd on opening day will include Bell's PCS team celebrating "the blues."

The above was contributed to ACUTA News by Garry Tatum of the University of Guelph, Guelph, Ontario, Canada. It is from BellNews, Jan. 23, 1989 edition and Gary thought this article would be of interest to readers who will be attending the Oct. 2 workshop in Toronto.

Words of Wisdom:

Since habits become power, make them work for you and not against you.

E. Stanley Jones

In business as in life, the voice with the smile wins.

Theodore N. Vail

To succeed in business it is necessary to make others see things as you see them.

John H. Patterson
